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ABSTRACT

This index allows the user to scan the competencies under each title for the 28 subjects appropriate for use in a competency list for the 12 occupations within the business/computer technologies cluster. Titles of the 28 units are as follows: employability skills; professionalism; teamwork; professional and ethical standards; economic and business principles; customer relations; problem analysis; project management; technical documentation; basic personal computer (PC) concepts; packaged PC applications; general office functions; office technology; general accounting functions; specialized accounting functions; business law; legal office procedures; computer operations; software methodology; operating systems; application programming and design; network operations; basic mainframe concepts; computer hardware design; microcomputer electronics; database modeling and design; small business management; and supervision. (YLB)

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Competency Index

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Competency Index

This index allows you to scan the competencies under each unit title. Please note the academic units (i.e., Communications, Mathematics, Science, and Technology Literacy) are not listed due to their being specific to the State of Ohio.

Unit: Employability Skills

Competencies:
Develop a career plan
Prepare for employment
Evaluate the importance of self-esteem as an employability skill
Demonstrate job retention skills
Demonstrate knowledge of work ethic
Exhibit appropriate work ethic
Apply decision-making techniques
Apply problem-solving techniques
Exhibit characteristics for job advancement

Unit: Professionalism

Competencies:
Project professional image
Achieve individual and professional goals
Manage personal finances
Support community well-being
Achieve organizational goals
Demonstrate positive relations in the workplace
Manage stressful situations
Analyze effects of family on work and work on family
Apply lifelong learning skills
Manage professional development

Unit: Teamwork

Competencies:
Demonstrate knowledge of teamwork
Demonstrate teamwork
Use teamwork to solve problems
Conduct team meetings

Unit: Professional and Ethical Standards

Competencies
Explain professional responsibilities
Describe self-managed employees
Describe intellectual property
Apply professional and ethical standards

Unit: Economic and Business Principles

Competencies:
Describe basic economic concepts
Conduct training
Evaluate economic systems
Illustrate basic economic principles
Analyze cost and profit influences
Illustrate economic indicators and trends
Explain basic international trade concepts
Explain basic business concepts
Summarize business principles
Illustrate legal concepts
Explain role of marketing
Serve customers/clients

Unit: Customer Relations

Competencies:
Demonstrate positive relations with customers
Perform scheduling functions to meet customers needs

Unit: Problem Analysis

Competencies:
Appraise situations
Analyze potential problems
Analyze actual problems
Analyze decisions

Unit: Project Management

Competencies:
Explain project management
Plan projects
Implement projects
Evaluate projects

Unit: Technical Documentation

Competencies:
Demonstrate proficiency in technical documentation
Demonstrate proficiency in technical report writing

Unit: Basic Personal Computer Concepts

Competencies:
Explain use of personal computers in business
Describe personal computer operations
Explain information processing

Unit: Packaged PC Applications

Competencies:
Demonstrate computer literacy
Explain software applications
Explain spreadsheet packages
Perform word processing functions
Use spreadsheet packages
Explain database packages
Use database packages
Explain function of shared environments
Use a shared environment
Manage software packages
Perform computer business graphics
Use graphic user interface (GUI) techniques

Unit: General Office Functions

Competencies:
Maintain a safe working environment
Maintain work flow
Demonstrate positive relations with customers/clients
Perform telephone operations
Use facsimile machine
Assist visitors
Perform scheduling functions
Use job-related reference materials
Coordinate meeting arrangements
Generate minutes
Coordinate travel plans
Perform mail functions
Maintain office supplies
Perform copying functions
Maintain filing system
Maintain hardware and software

Unit: Office Technology

Competencies:
Use telecommunications
Perform basic word processing functions
Perform transcription functions
Use computerized filing system
Perform database functions
Perform desktop publishing functions
Perform computer business graphics

Unit: General Accounting Functions

Competencies:
Apply arithmetical accounting skills
Apply accounting principles
Perform manual accounting functions
Perform automated accounting functions
Perform spreadsheet functions
Perform payroll functions
Perform banking functions
Process cost accounting information
Process end-of-fiscal-period information

Unit: Specialized Accounting Functions

Competencies:
Process purchase orders
Process purchase invoices
Process purchase returns and allowances
Process accounts payable
Process purchase payables and payments
Process notes and interest payable
Process invoices and receivables
Process sales returns and allowances
Process uncollectible accounts
Process collections
Process notes and interest receivables
Perform checking account functions
Maintain petty cash fund
Process employee payroll records
Process payroll
Process employer payroll taxes
Process accruals and deferrals
Use financial statements to make business decisions
Update value of plant and equipment assets

Unit: Business Law

Competencies:
Explain legal rights and responsibilities
Demonstrate knowledge of labor law
Demonstrate knowledge of environmental law
Demonstrate knowledge of contract law
Demonstrate knowledge of corporation law
Demonstrate knowledge of consumer law
Demonstrate knowledge of real estate law
Demonstrate knowledge of estates, trusts and wills

Unit: Legal Office Procedures

Competencies:
Demonstrate proficiency in legal terminology
Demonstrate proficiency in legal communication
Maintain filing system
Demonstrate proficiency in litigation

Unit: Computer Operations

Competencies:
Operate computer systems
Maintain computer systems
Maintain security requirements
Explain operation of peripheral devices
Operate peripheral devices
Store media
Maintain microcomputers
Explain operating systems

Unit: Software Methodology

Competencies:
Solve fundamental software methodology problems
Describe tools used to design software systems
Develop software requirements
Design software

Unit: Operating Systems

Competencies:
Describe operating systems
Explain central processing unit (CPU) control
Describe memory management
Explain auxiliary storage management
Store media
Explain security issues
Maintain security requirements
Define open system concepts
Operate system
Maintain system
Administer system

Unit: Application Programming and Design

Competencies:
Explain computer applications
Develop computer applications
Explain programming theory
Apply programming theory
Explain programming languages
Use programming language
Use operating system
Test programs
Apply programming skills
Develop documentation
Demonstrate knowledge of the systems design process
Evaluate system
Implement system

Unit: Network Operations

Competencies:
Explain communication standards
Describe network structures
Explain network transmission and media
Explain network connectivity and interoperability
Describe network operating systems
Describe potential networking problems with applications software
Explain network management
Explain network security
Explain installation procedures
Use network knowledge
Apply network operations
Administer network
Perform network maintenance and diagnostics

Unit: Basic Mainframe Concepts

Competencies:
Describe mainframe operations
Describe interface techniques
Explain information processing cycle
Explain purpose of mainframe database systems
Use mainframe database system

Unit: Computer Hardware Design

Competencies:
Explain Standards
Describe computational site environment
Differentiate among architecture and processor types
Analyze computer systems architecture
Describe operation of chips and boards
Describe operation of connectivity devices
Explain operation of microprocessor systems
Troubleshoot a microcomputer system
Install computer system (i.e., monitor, keyboard, disk drive, and printer)
Explain operation of peripheral equipment
Repair peripheral equipment
Explain communication interfacing

Unit: Microcomputer Electronics

Competencies:
Demonstrate proficiency in microprocessors
Demonstrate proficiency in electronic blueprint reading
Demonstrate proficiency in direct current (DC) circuits
Demonstrate proficiency in alternating current (AC) circuits
Demonstrate proficiency in discrete solid-state devices
Demonstrate proficiency in digital circuits
Apply troubleshooting techniques to a microcomputer system

Unit: Database Modeling & Design

Competencies:
Explain database concepts
Create a database model
Perform database functions

Unit: Small Business Management

Competencies:
Explain entrepreneurship
Evaluate entrepreneurship as a personal goal
Develop a business plan
Identify role of small business in the economy
Analyze how legislation affects small business
Evaluate factors affecting small business management
Identify marketing mix
Promote products and/or services
Manage customer relations
Minimize internal theft
Explain financing methodologies
Identify costs of financial services
Prepare financial records and reports
Explain management's role in operating a business
Practice safety precautions
Comply with government regulations
Perform management activities

Unit: Supervision

Competencies:
Manage human resources
Manage projects
Manage work flow
Conduct staff/team meetings
Conduct training

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Business/Computer Competency Profiles

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